

WE CLAIM:

1. A method for creating communication service plan recommendations for a client for selection of a service plan from a communication service provider, comprising:

5 accessing billing files in a memory device to identify a client communication device, wherein the billing files include call detail records from one or more of the communication service providers for calls made with the client communication device;

10 determining average usage of the client communication device based on the call detail records over an analysis period;

 creating a list of service plans available from communication service providers for the client communication device;

15 calculating a plan cost for each of the service plans on the list for the client communication device based on the determined average usage; and

20 generating a recommendation report including at least a portion of the service plans on the list arranged in order of calculated plan cost.

2. The method of Claim 1, wherein the average use determining includes determining actual call time for the calls made with the client communication device.

3. The method of Claim 1, wherein the average use determining includes determining average call duration and a range of call durations from the call detail records.

4. The method of Claim 1, wherein the analysis period includes the previous three months.

5. The method of Claim 1, further including applying communication service provider criteria for enrollment in the service plans in the recommendation report and removing invalid ones of the service plans for 5 which the communication device does not meet the criteria.

6. The method of Claim 1, further including applying analysis parameters provided by the client to the service plans in the recommendation report and removing ones of the service plans not meeting the 5 client-provided parameters.

7. The method of Claim 6, wherein the client-provided parameters include a minimum saving amount per billing period.

8. The method of Claim 1, further including prior to the accessing of the billing files, receiving billing and usage data from two or more of the communication service providers having at least two data formats, and 5 further including processing the received billing and usage data into single-format output files and storing the single-format output files in the memory device.

9. The method of Claim 8, wherein the processing is performed by separate parser modules for each of the communication service providers.

10. The method of Claim 8, wherein the processing includes generating plaintext files from at least a portion of the received billing and usage data and wherein the parsing of the plaintext files is performed 5 with a text parser module.

11. A method of processing communications billing data to facilitate analysis, comprising:

5 receiving input data comprising billing and usage information for communication devices serviced by a communications service provider;

10 determining whether the input data is in a difficult-to-parse format or in a more-readily-parsable format;

15 if determined in a difficult-to-parse format:
10 converting the input data into a text file; and
processing the text file with a text parser into a single format output file; and
if determined in a more-readily-parsable format:
15 transferring the input data to one of plurality of parser modules adapted for parsing billing and usage information from a particular communications service provider, the one parser module corresponding to the service communication provider that is the source of the received input data; and
20 processing the input data with the one parser module into an output file having the single format.

12. The method of Claim 11, wherein the output file is formatted as a comma-separated-value (CSV) file.

13. The method of Claim 11, further including if determined in a more-readily-parsable format, separating the input data into a set of billing and usage files prior to the transferring to the one parser module.

14. The method of Claim 13, wherein the set of billing and usage files includes a device bill detail file comprising details of every call for every device serviced by the communications service provider.

15. The method of Claim 11, further including providing a set of interactive display windows to a user via a user interface on a computing device, each of the display windows providing parsing information for the

5 input data and allowing the user to provide processing information to effect the processing steps.

16. The method of Claim 15, wherein a main window is included in the set of display windows configured to allow the user to select the input file to process and to designate a storage location for the output file.

17. The method of Claim 15, wherein a location and market association window is included in the set of display windows configured to indicate unassociated data in the input data and to accept association information from the user to facilitate the processing.

18. The method of Claim 15, wherein a usage association window is included in the set of display windows configured to indicate text strings in the text file without a category in the output file and to accept categorization information from the user for use in the processing of the text file into a single-format output file.

5 19. The method of Claim 11, wherein the processing with the text parser includes identifying a suppressed data indicator, retrieving suppressed data in the text file associated with the identified suppressed data indicator, and resuming the processing at a location of the identified suppressed data indicator

20. The method of Claim 11, wherein the processing with the text parser includes processing unaligned data using a search window with preset dimensions.

21. A method in a computer system for managing wireless communication device usage for a client, comprising:

5 storing employee information, device information, and existing carrier and carrier service plan information

10 received from the client, wherein the employee information is linked to device information indicating an employee assigned to use a device and wherein the existing carrier and carrier plan information is linked to the device information indicating for each device an existing carrier and carrier service plan;

processing billing information from the existing carriers to determine usage for the devices based on call detail records in the billing information;

15 determining a set of preferred service plans from a set of available service plans for each of the devices based on the determined usage; and

20 providing requesting users differing levels of access to the determined set of preferred service plans and the stored information based on a previously-assigned user access level.

22. The method of Claim 21, further including preparing reports including cost and usage summaries for each device, the reports being accessible by the client based on the user access level assigned the client.

23. The method of Claim 22, wherein the reports comprise client-specific reports selected from the group of reports consisting of client project reports, client market reports, and client department reports.

24. The method of Claim 21, further including receiving a usage alert level from the client for an employee, comparing the usage alert level to the determined usage for the employee, and if the determined usage exceeds the usage alert level, generating an alert.

TODAY'S DATE